

# Verbal De-Escalation and Crisis Communication Skills to Diffuse and Re-Direct Conflict Behavior

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## Instructor:

**Mark Lowther** served in the US Marine Corps and has 30 years in public safety. Eight years in corrections as a line officer and supervisor and 22 years in law enforcement operations as an officer and supervisor.

Mark has served as a SWAT hostage negotiator for a major portion of his career. Mark served two Metro SWAT teams as a negotiator from tech to hostage negotiation team leader.

Mark has extensive background and training in suicide intervention, verbal de-escalation, and mental illness. Mark has trained law enforcement locally and nationally on interaction with suicidal individuals and the mentally ill. Mark was named as the Utah Tactical Officers Association 2012 Crisis Negotiator of the year.

Mark has been to Ukraine four times to train civilians, police, military, and intelligence personnel in the areas of Hostage Negotiations and Crisis Intervention.

Lt. Lowther has worked in corrections, patrol, detectives, vice/gangs, motors, warrants, and court security. Lt. Lowther served as part of the Public Safety Law Enforcement Unit in the 2002 Salt Lake Winter Olympics.

**Legal and Liability Risk Management Institute**  
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March 9 & 10, 2021 • Columbus, Ohio

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**Legal & Liability Risk Management Institute**



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**Columbus Police Department**  
Columbus, Ohio

James R. Alsup, *Director*

Training Seminar

## **Verbal De-Escalation and Crisis Communication Skills to Diffuse and Re-Direct Conflict Behavior**

Instructor:

**Mark Lowther, (Retired)**

**March 9 & 10, 2021**

Columbus, Ohio

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# Verbal De-Escalation and Crisis Communication Skills to Diffuse and Re-Direct Conflict Behavior

## Course Objectives:

Today's scrutiny placed upon police officers and other first responders have resulted in a growing need to learn verbal conflict and crisis communication skills. When verbal encounters become adversarial and escalate, they can often lead to controversial use of force issues or worse. When many of these incidents are reviewed, the officer is often scrutinized for their lack of de-escalation techniques. Verbal de-escalation is becoming an essential training issue in law enforcement. It was addressed in The President's Task Force on 21<sup>st</sup> Century Policing (2015), The National Consensus Policy on Use of Force (January 2017) and most recently in President Trump's Executive Order on Safe Policing for Safe Communities (June 2020).

Although no training can ever reasonably be expected to stop all incidents from escalating to use of force, many citizens and communities have begun to expect officers to receive training and when possible apply verbal de-escalation strategies.

This training is designed to help law enforcement, corrections, EMT's, Fire Fighters and others to understand and deal with individuals who are agitated or in crisis.

Attendees will learn that communicating verbally during a potential force encounter may aid in stabilizing the situation.

Verbal de-escalation may reduce the immediacy of the threat so that more time, options, and resources can be called upon to resolve the situation.

Attendees will learn many of the same skills Crisis/Hostage negotiators use to de-escalate, build rapport, and often move the subject who is agitated/in crisis towards the rational communications that benefits everyone involved.

Attendees will also learn how to become more effective listeners which in turn will make individuals better officers, report takers, and overall better communicators. This can aid in the reduction of officer complaints and possibly in some instances use of force issues.

### At The Conclusion of This Course, The Participant Should Be Able To Do The Following:

- Understand what happens physiologically when subjects are agitated or in crisis.
- Understand techniques that may be effective in getting the subject to think and act more rationally.
- Know how to develop and maintain rapport.
- Employ active listening skills to de-escalate the subject and work towards gaining compliance.
- How to encourage individuals to cooperate without the use of force.
- Move beyond basic verbal commands (Ask, Tell, Make) to actual problem-solving dialog with persons in extreme crisis.
- Understand the steps needed to effect behavioral change.
- Understand the benefits of listening and letting the subject "Tell their story".
- Better understand the mindsets of suicidal individuals and deal more effectively with suicide by cop ideations.

## Seminar Agenda

# Verbal De-Escalation and Crisis Communication Skills to Diffuse and Re-Direct Conflict Behavior

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### Tuesday, March 9, 2021

8:00 a.m.—8:30 a.m.	<b>Registration</b>
8:30 a.m.—9:00 a.m.	Welcome and Introduction
9:00 a.m.—11:00 a.m.	"Ferguson Effect" and the "Ferguson Effect 2.0" on Present Day Policing. Moving Past "Ask Tell Make" Understanding Use of Force Issues, Graham vs Connor.
11:00 a.m.—12:00 p.m.	What De-Escalation Is and Is Not. Officer Safety Issues When Engaging in De-Escalation Techniques.
12:00 p.m.—1:00 p.m.	<b>Lunch (On Your Own)</b>
1:00 p.m.—2:00 p.m.	Understanding "Fight or Flight" and the Physical and Mental Effects on a Subject Who is in a Crisis Mindset (Angry, Scared, Confused).
2:00 p.m.—5:00 p.m.	Verbal Skills for De-Escalation. Active Listening, The 80-20 Rule, Voice Control.

### Wednesday, March 10, 2021

8:00 a.m.—10:00 a.m.	Communicating the Mentally Ill in Crisis.
10:00 a.m.—12:00 p.m.	Communicating with Suicidal Individuals Including Those Attempting Suicide by Cop.
12:00 p.m.—1:00 p.m.	<b>Lunch (On Your Own)</b>
1:00 p.m.—2:00 p.m.	Communicating with Extremists such as Sovereign Citizens and ANTIFA while Avoiding Becoming the Next YouTube Sensation.
2:00 p.m.—4:00 p.m.	Role Plays
4:00 p.m.—5:00 p.m.	Questions & Answers
5:00 p.m.	<b>Certificate Presentation</b>

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#### Ways to Register

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2. **Fax Form:** 317-386-8228

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Upon receiving your registration we will send an invoice to the department or agency.

Checks, Claim Forms, Purchase Orders should be made payable to: LLRMI

**Seminar Title:** Verbal De-Escalation and Crisis Communication Skills to Diffuse and Re-Direct Conflict Behavior

**Instructor:** Mark Lowther

**Seminar Location:** Columbus Police Training Academy  
1000 North Hague Avenue  
Columbus, Ohio 43204

**When:** March 9 & 10, 2021

**Registration Time:** 8:00 a.m. (March 9, 2021)

**Hotel Reservations:** Drury Inn & Suites/Columbus Convention Center  
88 East Nationwide Blvd  
Columbus, Ohio 43215  
1-800-325-0720  
\$89.00 Single or Double (plus tax)

**Registration Fee** \$295.00 Includes Verbal De-Escalation and Crisis Communication Skills to Diffuse & Re-Direct Conflict Behavior, **Printed Training Manual** and Certificate of Completion.

**Seminar ID**  
**#15340**

**Note:**  
To receive special room rates, please identify yourself with **LLRMI/ Group Code #2425384**

**Names of Attendees 1.** \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

**Agency** \_\_\_\_\_

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